



QUALITY ACTION

CAMPAIGN BULLETIN

Right Rear Panel Seam Seal

Reference: PD100

Date: January 18, 2024

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:
2024 Murano (Z52)	NA	139	January 18, 2024	NO

*******Dealer Announcement*******

Nissan is conducting a dealer inventory quality action on specific 2024 Nissan Murano vehicles identified in Service Comm and National Service History to repair a potential water leak into the rear cargo area.

*******What Dealers Should Do*******

PLEASE FOLLOW THE ATTACHED INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PD100**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Use the attached procedure to remedy any vehicles affected by this quality action prior to sale.
3. Once remedied, dealers should submit the claim, using the claims coding provided below, and release the vehicle for sale.

******* Dealer Responsibility *******

It is the dealer’s responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate campaign ID for the inspection status on each affected vehicle currently in new vehicle inventory.

NISSAN NORTH AMERICA, INC.

Total Customer Satisfaction



PD100 – 2024 MURANO RIGHT REAR PANEL SEAM SEAL

REQUIRED EQUIPMENT:



1. **Seam Sealer:** LORD Fusor 800DTM or 3M Urethane Seam Sealer #08368.

- LORD Fusor is available through Nissan Maintenance Advantage PN: 999MP9G000P
- Both LORD Fusor 800 DTM and 3M Urethane Seam Sealer #08368 can be purchased at Bodyshop Supply retailers or some Auto Parts Suppliers

2. **Flat Brush:** 1" size or #10.

- Can be purchased through Dollar type stores, large retail chain stores or craft stores

LOCATE RIGHT REAR PANEL SEAM:

1. Place the vehicle on a suitable lift (Figure 1).



Figure 1

2. Raise the vehicle until the rear exhaust outlets are slightly higher than eye level (Figure 2).



Figure 2

3. Locate the passenger (right) side exhaust outlet (Figure 3).

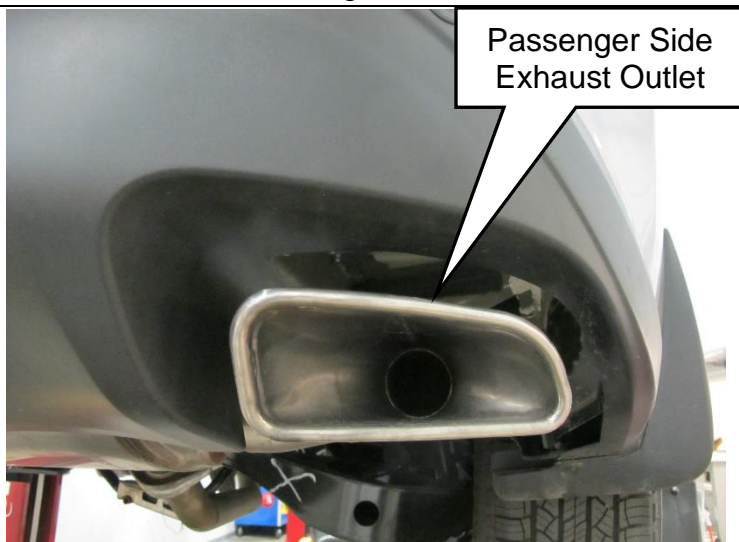


Figure 3



Figure 4

4. Locate the right rear panel seam behind the rear bumper.

- Look up along the right side of the right exhaust outlet (Figure 4)
- Use a light source to assist with locating the seam (Figure 5)

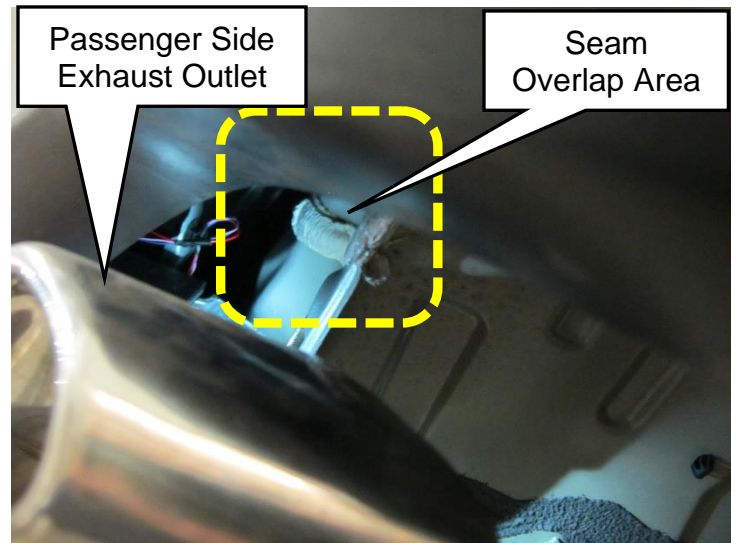


Figure 5

5. Locate the right rear panel seam overlap area and the seam gap.

NOTE: Figure 6 has the exhaust and rear bumper removed for picture clarity. Do NOT remove them for this repair.

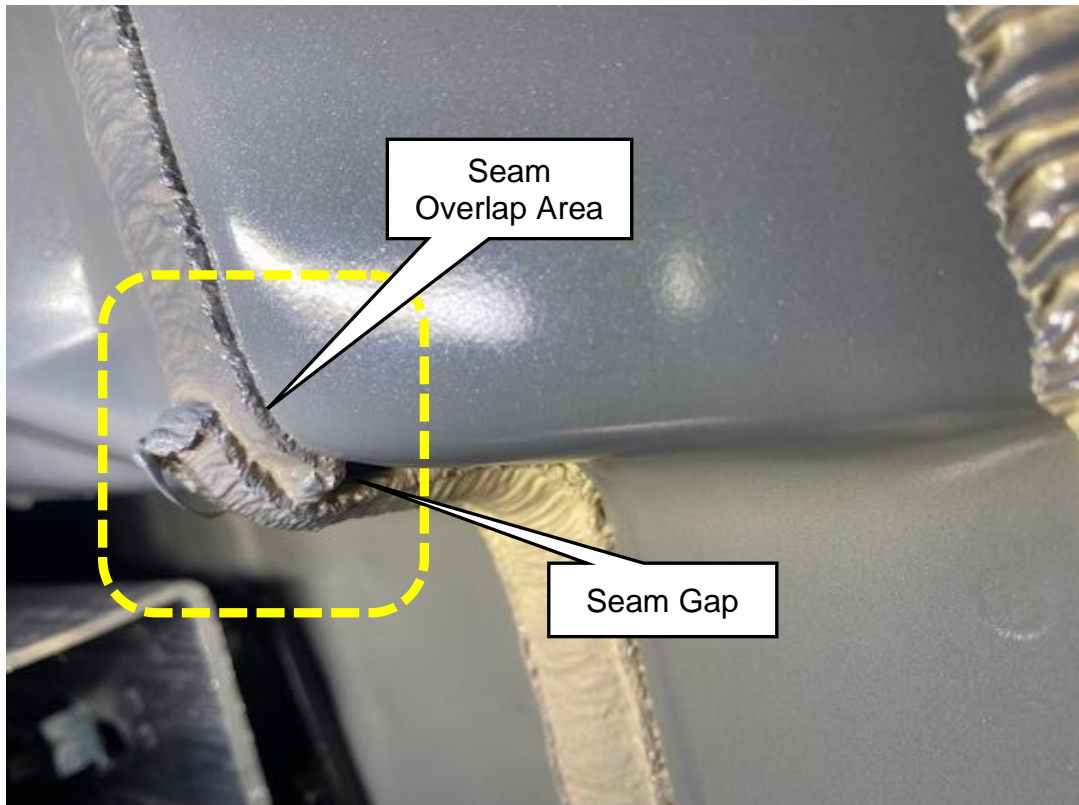


Figure 6

6. Prepare the right rear panel seam area for application of the seam sealer.

- Using a clean lint free cloth and warm soapy water, clean the area to be resealed (Figure 7)
- Use compressed air to dry the area after cleaning

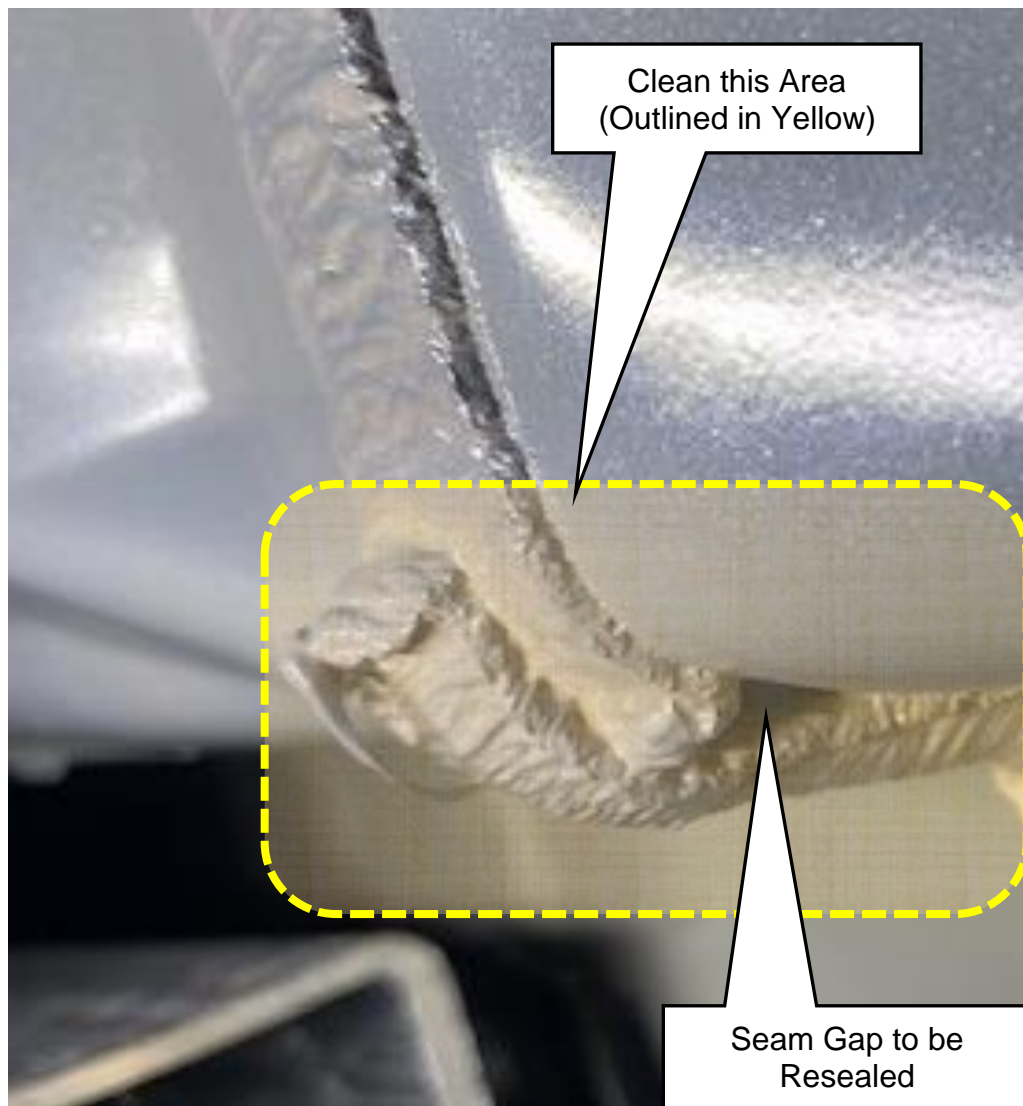


Figure 7

APPLY SEAM SEALER:

7. Prepare the seam sealer.

- If using 3M 08368 Urethane Seam Sealer, remove cartridge seal from the bottom of the cartridge tube
- Puncture the top end of the seam sealer cartridge tube (threaded outlet)
- Install applicator nozzle
- Insert the cartridge tube into an appropriate caulking gun
- Make sure to read and understand all instructions, precautions, and warnings on the cartridge tube of the seam sealer

8. Apply 1 inch of the seam sealer on the flat brush (Figure 8).

- Repeat this process until the seam gap shown in Figure 11 on Page 7 is completely sealed



Figure 8

9. Using the brush with the seam sealer on it, apply the seam sealer to the right rear panel seam gap identified in Figure 11.

- Use brush angle of 30-45 degrees to smooth the sealer (Figure 9)

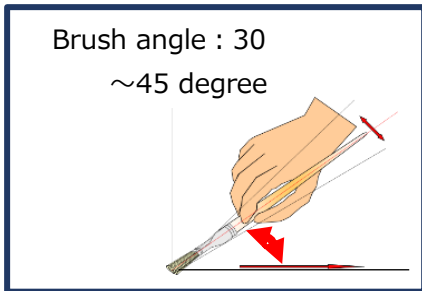


Figure 9

- Brush the seam sealer into the seam gap as shown in Figure 10

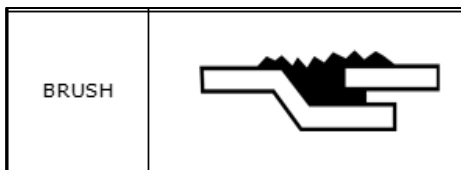


Figure 10

- To gain access to the seam gap with the brush, position the brush on the left side of the right exhaust outlet as shown in Figure 12.

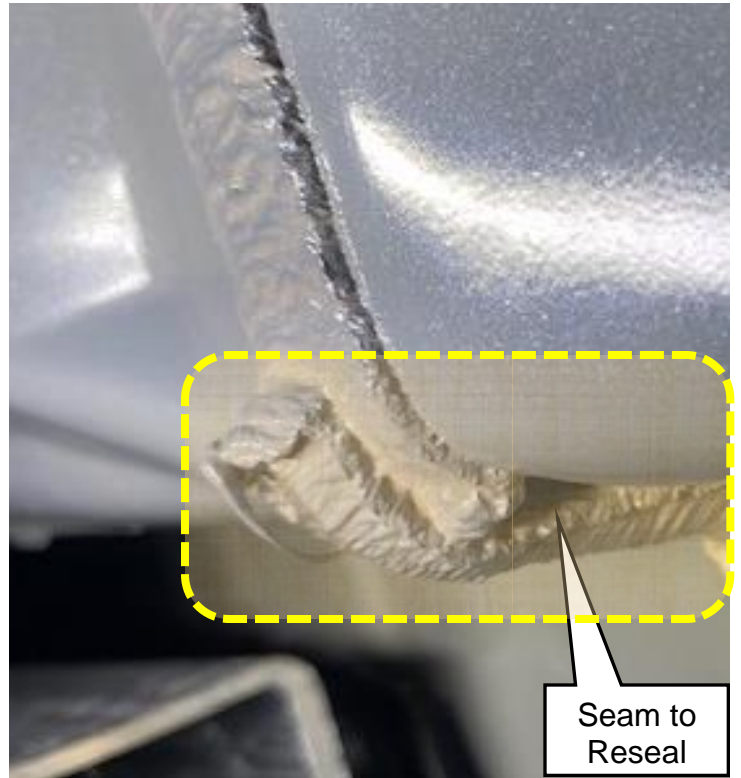


Figure 11

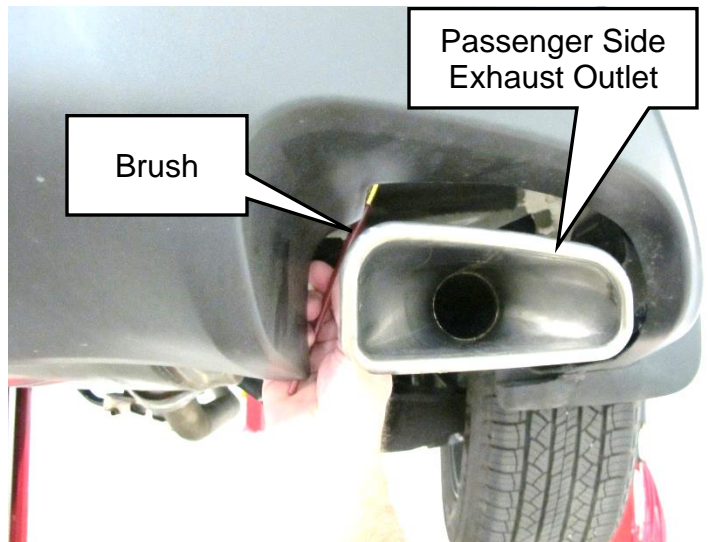


Figure 12

10. Figure 13 shows the right rear panel after the seam gap has been resealed with the brushed on seam sealer.

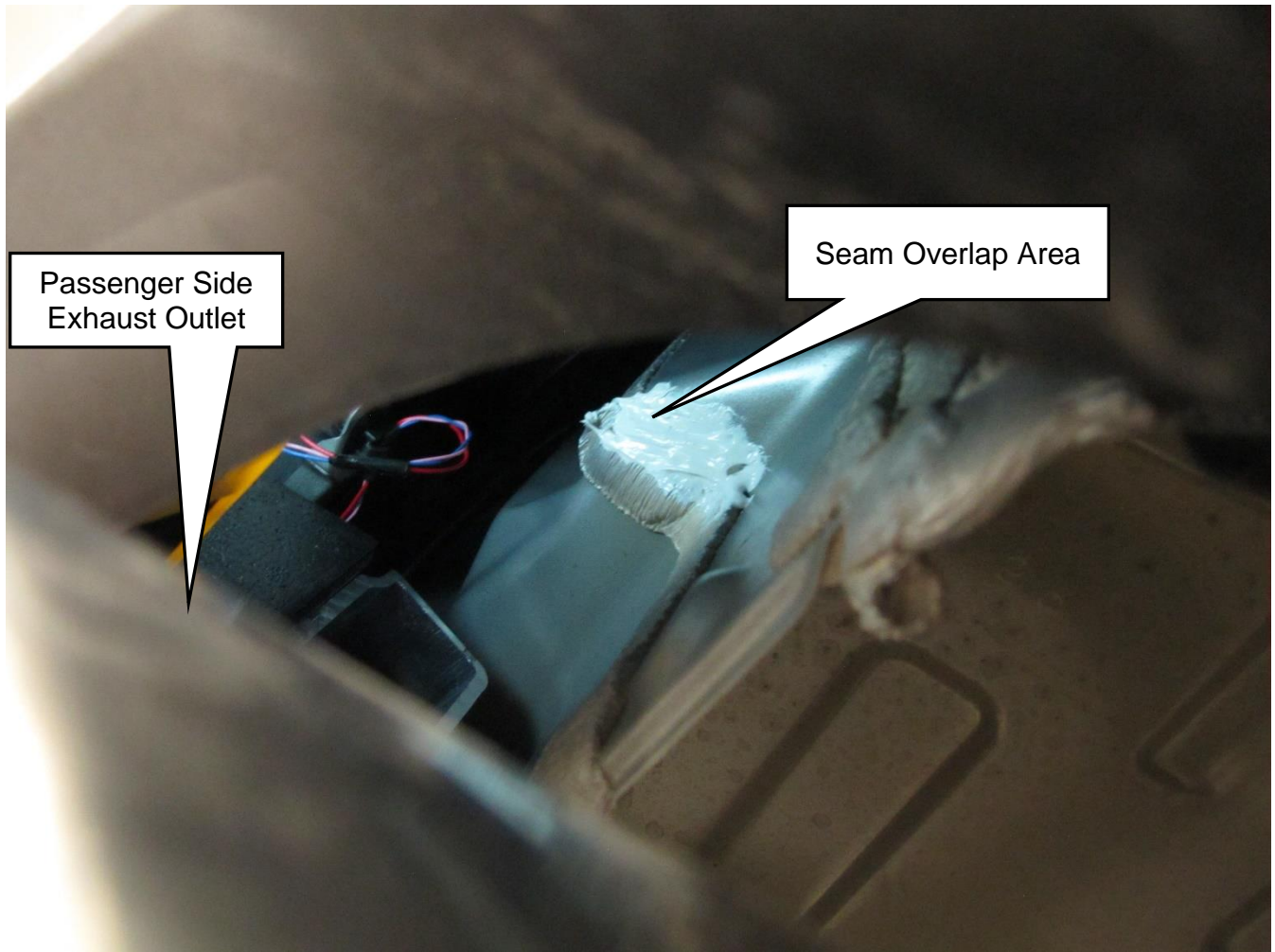


Figure 13

11. Once the seam sealer application is completed, allow the sealer to dry for 30 minutes.

HINT: The vehicle can be removed from the lift while the sealer drying.



30 min

12. Lower the vehicle and remove it from the lift.

EXPENSE CODE

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
101*	LORD Fusor 800DTM <u>or</u> 3M #08368 Seam Sealer <u>and</u> Flat Brush*	\$66.00

*** LORD Fusor is available through Nissan Maintenance Advantage PN: 999MP9G000P.**

NOTE:

- **3M Urethane Seam Sealer #08368 can be purchased at Bodyshop Supply retailers or some Auto Parts Suppliers**
- **The flat brush can be purchased through Dollar type stores, large retail chain stores or craft stores**
- **MAX AMOUNT includes one of the above listed seam sealers, a flat brush, local and state tax**

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

Campaign ("CM") ID	Description:	Op Code	FRT
PD100	Reseal Right Rear Panel Seam	PD1000	0.4 Hr